

American Embassy, Amman

Vacancy Announcement

ANNOUNCEMENT NUMBER: 15 – 085

- OPEN TO:** All Interested Candidates
- POSITION:** Help Desk and Mobile Devices Administrator, FSN-8, FP-6
- OPENING DATE:** July 09, 2015
- CLOSING DATE:** July 23, 2015
- WORK HOURS:** Full-time; 40 hours/week
- SALARY:**
- Ordinarily Resident (OR*) in Jordan: JD 12,380, per year, excluding allowances (position grade FSN-8).
 - For EFM*s* and Not Ordinarily Resident (NOR*) in Jordan: Position grade FP-6; salary is in US Dollars based on the US pay plan. *All FP position grades are determined by HR in Washington DC.*
- BENEFITS (OR*):** Excellent working conditions; 5-day workweek; annual pay for performance increase; premier medical insurance coverage for employee and family; 20 holidays per year (American and Jordanian); provident fund retirement plan; ample opportunity for on-line/ classroom training and personal development.

NOTE: ALL ORDINARILY RESIDENT APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The U.S. Embassy in Amman is seeking individuals to fill a position to work as Help Desk and Mobile Devices Administrator in the Information Systems Center.

BASIC FUNCTION OF POSITION

The job holder is the initial Information Management customer interface point and as such has primary responsibility for the identification of customer needs and the determination of the appropriate assignment for action of the request or problem. From intake to password resets or problem handling to final check-out, the Incumbent deals with any and all customer related issues. The position has responsibility for a wide variety of administrative activities, customer access to resources and general information sharing. The responsibilities include administration of mobile device management systems and other mobile infrastructure systems, Microsoft Exchange & Active Directory administration, and identifying and implementing process improvements. The incumbent executes and maintains processes that enable users to gain access to Outlook on mobile devices.

QUALIFICATIONS REQUIRED

NOTE: All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

1. Education: High school, Tawjihi or equivalent is required.

Supporting documents (i.e., Tawjihi Certificate) must be included in the application for eligibility purposes.

2. Experience: 3 years of progressively responsible experience as a computer administrator. Extensive experience with Active Directory, Microsoft Office suite and mobile device platforms is required.

3. Language: Level 4 in English (*Fluent*) and Level 4 (*Fluent*) Arabic are required. A score of 785 on the TOEIC exam or 590 on the TOFEL exam is acceptable. Examination scores should have been recorded within the last six months. English proficiency will be tested

4. Knowledge: Thorough knowledge of computer equipment, Microsoft Exchange and active directory, ADP procedures and standards, standard business work processes and management principles is required. Strong customer support and fact-finding techniques is required. Thorough knowledge of mobile device platforms (Blackberry Z10/Q10 and Apple iPhone 5S) and their operating systems (i.e. iOS, Blackberry, and Android) is required.

5. Skills and Abilities: Excellent customer service, problem solving, and time management skills are required, as is the ability to multi-task, prioritize based on urgency, and meet tight deadlines. Hands-on skills with Android, Windows, Blackberry, and iPhone mobile devices is required. Ability to troubleshoot workstations, laptops, smartphones, tablets, printers, Microsoft Office applications, and the Windows 7 operating system is required. Ability to communicate and work effectively with peers, subordinates and superiors; translate complex situations into simple terms and communicate to non-technical individuals; and accept non-standard work hours when necessary is required.

HOW TO APPLY:

Applications should be submitted electronically through AmmanEmployment@State.gov. Please note “**V-15 – 066 Desktop Technician**” in the subject line of the e-mail or your application might not be considered.

1. Submit the Application for U.S. Federal Employment [DS-174](#), or a current resume or curriculum vitae that provides the same information as the DS-174.
2. Any other documentation (e.g. essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position as listed above. **(You must include a copy of your education certificate or your applications will not be considered)** EFM, USEFM, and AEFM applicants must clearly indicate their status in the text or subject line of their application.
3. A copy of your driver's license if you are applying for a position that includes driving a vehicle.
4. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application. For more information on Veteran's Preference, go to <http://www.opm.gov/veterans/>
5. List any relatives or members of your household that work for the U.S. Government (include their name, relationship, agency, position and location).

SELECTION PROCESS:

When equally qualified, Eligible Family Members and U.S. Veterans will be given preference. Therefore, it is essential that the candidates address the required qualifications above in the application.

ADDITIONAL SELECTION CRITERIA:

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Currently employed U.S. Citizen EFM's who hold an FMA appointment are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
4. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment, unless currently hired into a position with a When Actually Employed (WAE) work schedule.

***DEFINITIONS:**

1. **Appointment Eligible Family Member (AEFM):** An EFM (see #2) eligible for a Family Member Appointment for purposes of Mission employment:

- Is a U.S. citizen; and
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) or a child of the sponsoring employee who is unmarried and at least 18 years old; and
- Is listed on the travel orders or approved Form OF-126, Foreign Service Residence and Dependency Report, of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission, and who is under chief of mission authority; and
- Is residing at the sponsoring employee's post of assignment abroad; and
- Does not receive a Foreign Service or Civil Service annuity

2. **Eligible Family Member (EFM):** An individual related to a U.S. Government employee in one of the following ways:

- Spouse or same-sex domestic partner (as defined in 3 FAM 1610);
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.

3. **Member of Household (MOH):** An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a U.S. Citizen.

4. **Ordinarily Resident (OR)** – A Foreign National or U.S. citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EFMs without U.S. Social Security Numbers are also OR. All OR employees, including U.S. citizens, are compensated in accordance with the Local Compensation Plan (LCP).

5. **Not Ordinarily Resident (NOR)** – An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (OR) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a U.S. Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

CLOSING DATE FOR THIS POSITION: July 23, 2015

An Equal Opportunity Employer

The U.S. Mission in Jordan provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.